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# Remote Monitoring Quick Start Guide

## QT Series Network DVRs

**IMPORTANT!** This guide will instruct you on how to connect your DVR to a network to allow you to monitor it remotely from a computer or mobile device.

### Before You Get Started

This poster is intended to help you get your Q-See security system connected to your network and accessible for remote monitoring. You must have already set up your system and have a basic idea of its operation. There are many additional features which can be customized to your specific needs. More information and instructions are available in the Remote Monitoring Guide included on the CD that came with your system or available for download from our website at [www.Q-See.com/Support](http://www.Q-See.com/Support).

For information on how to set up your DVR and cameras, please refer to the Quick Start Guide poster included with your DVR along with the User Manual also included on the accompanying CD.

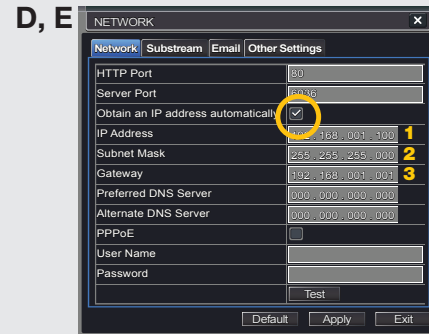
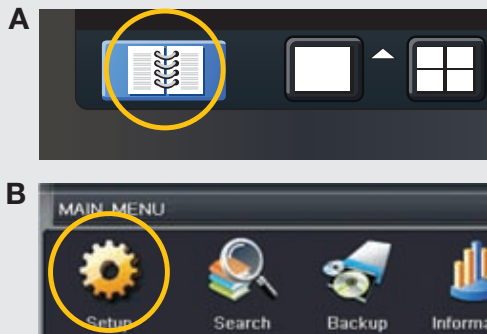
#### You will need:

- Ensure that your DVR is connected directly to your network router using a Cat5 or "Ethernet" cable plugged into your DVR's network port (labelled "NET" or "LAN"). Having a network switch between your DVR and router can cause connectivity problems. Please note that your DVR must be connected to your router with a cable as it will not work with a wireless connection.
- Have a computer connected to the same router as your DVR.
- You will need your router's brand, model number and manual. The manual is also usually available on your router's manufacturer's website.
- The "Manuals and Software" CD that came with your DVR. It contains necessary software and links to other important programs which are mentioned in this guide.

### Network Information

#### STEP 1 Establish an IP Address

- Click on the Menu icon in the tool bar on the DVR's screen.
- Click on the Setup icon in the Main Menu
- Click on the Network icon in the Setup Menu
- Ensure that the box labeled "Obtain IP Address Automatically" is checked. If it is not, please put a checkmark in the box, click on Apply and then Exit the window. Reopen the window to see the updated IP address.
- Write down the:
  - DVR's IP Address
  - Subnet Mask, and
  - Gateway (your Router's address)
- Exit Menu



# UPnP or Port Forwarding

## STEP 2 Opening Ports

To make your DVR accessible from outside of your local network, you have to "forward" ports 80 and 6036 through your router to your DVR's IP address. There are several ways to do this and we present two options which cover the majority of users. If you are unable to connect your DVR to the Internet using

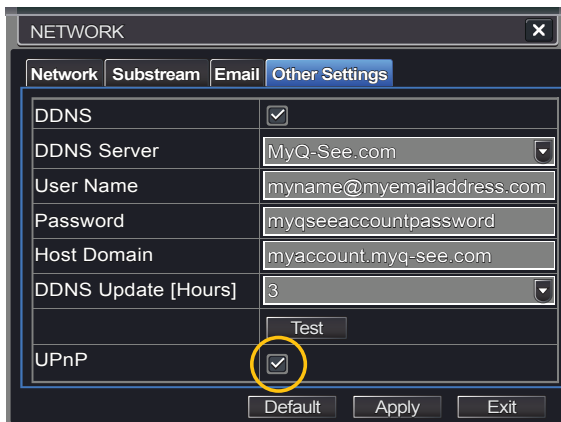
either of these procedures, we describe two other methods in the Remote Monitoring Guide which can be found on the CD that came with your system. **Please note that if you are able to use UPnP, you should NOT forward your ports as this will cause connection issues.**

### OPTION A: UPnP

The QT series of DVRs come configured to take advantage of the latest networking technology, UPnP or Universal Plug 'n Play right out of the box. If you have an UPnP-enabled router, you will only need to plug the DVR into your network and you will then be able to proceed to the end of this section.

Consult your router's manual to determine whether it has UPnP or not. Please note that, as of this writing, 2Wire brand routers do not have the UPnP feature. If you do not have a UPnP-enabled Router, you will have to utilize another method to forward your ports.

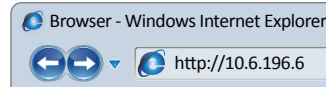
If you wish to ensure that UPnP is turned on in your DVR, go to the **Network** window as described in **Step 1**, above, and click on the **Other Settings** tab. The UPnP box should have a check mark in it. If it does not, click on the box to add the check, then click on **Apply** before hitting Exit. When you reopen the window, the box should be checked.



OR

### OPTION B: Opening Ports Using DMZ

A. On a computer connected to the same router as the DVR, open a web browser and enter the Gateway (Router's IP address) you obtained in Part 1 into the browser window's address bar to access your router.



B. Locate the DMZ settings in your router. Each manufacturer is different so please consult your router's manual for the location of this setting. Two examples are shown at right.



- C. Enable DMZ.
- D. Enter the DVR's IP address (Obtained in **Step 1 Obtain an IP Address**, above).
- E. Click on Apply or Save to preserve your settings.

To confirm that your ports have been forwarded successfully, go to [www.canyouseeme.org](http://www.canyouseeme.org) using a computer connected to the same router as the DVR.

- A. Enter "80" into the box labeled "What Port?"
- B. Click on the Check button
- C. You should see a green "Success" message. If not, return to the DVR's Network window and, in the Network tab, change port 80 to 81, 83 or 85 and click Apply to save your changes before checking using that new number on CanYouSeeMe.
- D. Repeat for port 6036



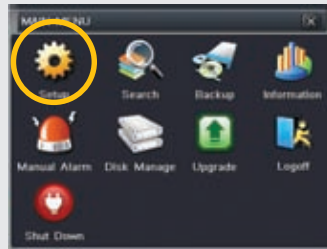
This website will also display your Public IP address near the top of the page above the box where you entered your port number. **This is the number which you will use to access the DVR using a web browser or your mobile device from outside of your local network** (away from the building in which your DVR is located). Please note that if you had to use a different port number than 80, you will have to add a colon (:) and that port number to the end of the address shown. Example 81.919.622.24:81.

# Fixed Local Network Address

## STEP 3 Static Internal IP (Network) Address

Most routers assign connected devices a random IP address that is not currently in use by another device on your internal network. With the exception of 2Wire brand routers, when a router or networked device reboots due to a power loss or other issue, the addresses will change and the port forwarding configuration will no longer work. For that reason, we recommend changing your DVR's network setting to a fixed, or "static" IP address which will not change.

A. Click on the Setup icon in the Main Menu.

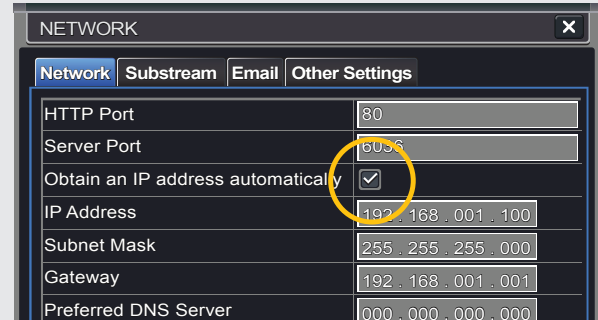


B. Click on the Network icon in the Setup Menu.



C. Uncheck the box labeled "Obtain IP Address Automatically".

D. Click Apply and then Exit.



# Accessing Your DVR Remotely

## STEP 4 Using the Web Client Software

Now that your ports have been successfully forwarded, you are now able to access your DVR from your computer using Internet Explorer. Macintosh users, or PC users who prefer to use Safari, should refer to the Macintosh Remote Access Guide on the CD that came with your DVR, or which is available from [www.Q-See.com/Support](http://www.Q-See.com/Support).

Whether you are monitoring your DVR from a computer on the same local network (LAN), or on one at a remote location (WAN/Internet), the procedure is the same. The only difference is that for LAN access you will be entering your DVR's IP address, which you obtained in **Part 1 Obtain an IP Address**, while for Internet access you will use the Public IP Address which was shown at the end of **Part 2** when you visited [www.canyouseeme.org](http://www.canyouseeme.org)

A. Enter the appropriate address in the address bar of a Windows Explorer browser window in the same manner as you'd enter any web address using either the DVR's IP address or Public IP address as described above.

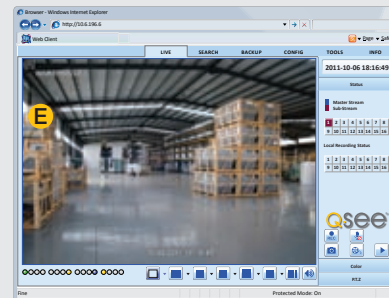
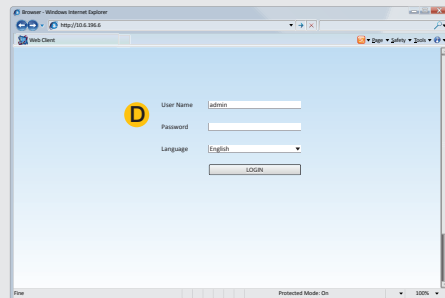
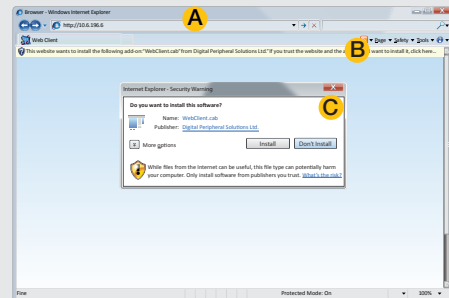
B. When the web page loads, you may receive a warning message along the top of the page indicating that an ActiveX control was blocked. You will need to click on the warning message bar to unblock it.

C. You will be asked to install the file "WebClient.cab". Click Allow to begin the download.

**NOTE:** Depending upon your security settings, your computer may ask you multiple times to confirm the installation and running of this application. This Explorer plug-in is being downloaded from your DVR itself and should list Digital Peripheral Systems, Inc. as the publisher. Confirm the download and launch of the software as needed. This authorization process should only occur during the first time you access the DVR from that particular computer.

D. When the Web Client plug-in is fully downloaded, it will launch in the web page and present you with a login screen. Enter the same user name and password that you use when accessing the DVR. You may also choose your preferred language.

E. Once you have logged in, the webpage will show the view from Camera 1 along with on-screen controls to allow you to monitor and direct your DVR. Please consult the Remote Monitoring Guide included on the CD that came with your DVR or available on our website, for instructions on how to use the software.

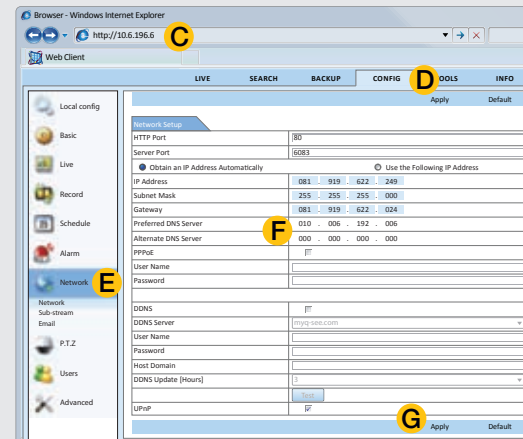
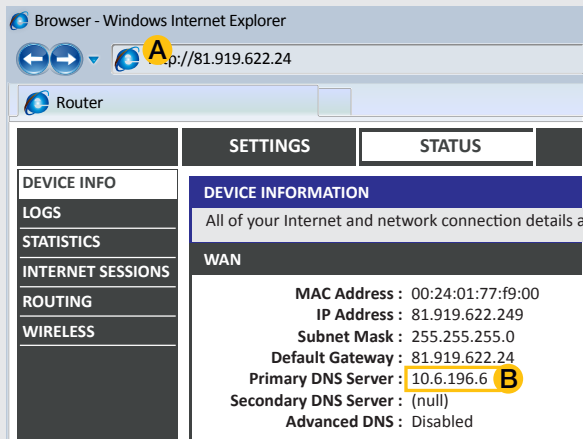


# Domain Name System (DNS)

## STEP 5 Activating DNS

Once you have completed the above sections, you are able to operate your DVR remotely. The sections below allow you to take advantage of additional features including the ability to access your DVR using a conventional domain name and having your system send out e-mail alerts. To access these functions, you will have to access your router to obtain your DNS (Domain Name Server) number. Because you will need to be at your computer – connected to the same router as the DVR – to access your router, the following instructions will allow you to make your DNS settings using the Web Client software.

- Open up an Internet Explorer browser window and enter the Gateway address (Item #3 which you wrote down in **Step 1 Obtain an IP Address**.)
- Locate your router's status window (may also be named "Information" or "Info", it will list the DNS number – copy this down.
- Open or switch to the **Web Client** window in Internet Explorer
- Click on the **Config** tab
- Click on the **Network** icon in the menu on the left of the screen.
- Enter the DNS number from Step B in the section marked **Preferred DNS Server**. You do not need to have an alternate server.
- Click **Apply** to save your settings.

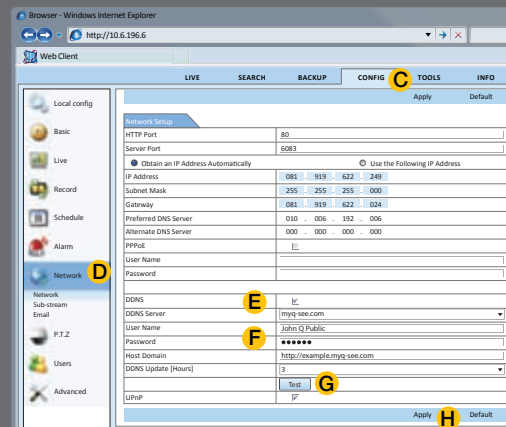


# Dynamic Domain Name Service (DDNS)

This is an optional step which allows you to take advantage of Dynamic Domain Name Service, or DDNS. Not to be confused with DNS above, DDNS allows you to enter a conventional web address when remotely logging into your DVR from outside of your network. It also allows you to avoid having to repeat Steps 4 and 5 when/if your ISP reassigns IP addresses. Q-See offers DDNS service for free at [www.MyQ-See.com](http://www.MyQ-See.com) and your DVR is configured accept account information from that site. For convenience, we will continue to use the Web Client software for the following instructions. These settings may also be made on the DVR itself, in the Network window after obtaining the DDNS domain name (Steps A and B, below).

- Keeping the Web Client window open, open another browser window and go to [www.MyQ-See.com](http://www.MyQ-See.com)
- Register with the website and follow the instructions for creating a domain name. The website will display your public IP address and your domain name which will look like this: <http://example.myq-see.com>
- Switching back to the Web Client page, click on the Config tab at the top of the page.
- Select Network from the list along the left side of the page.
- Check the DDNS box and select MyQ-See.com in the DDNS server pull-down menu.
- Enter your account information – password and domain name.
- Click the Test button
- If successful, you will see a message confirming your settings in a pop-up window. Close the pop-up and click on Apply at the bottom of the Web Client window to save your settings.

| NEW USER REGISTRATION   |                                                                                              |
|-------------------------|----------------------------------------------------------------------------------------------|
| EMAIL ADDRESS           | <input type="text"/>                                                                         |
| PASSWORD                | <input type="password"/>                                                                     |
| PASSWORD CONFIRM        | <input type="password"/>                                                                     |
| FIRST NAME              | <input type="text"/>                                                                         |
| LAST NAME               | <input type="text"/>                                                                         |
| SECURITY QUESTION.      | My first phone number ▼                                                                      |
| ANSWER                  | <input type="text"/>                                                                         |
| CONFIRM YOU'RE HUMAN    | <div>2241995<br/>New Captcha<br/><input type="text"/><br/>Enter the text you see above</div> |
| <div>Submit Reset</div> |                                                                                              |



# E-Mail Alerts

## STEP 6 Sending E-mail

Your DVR can send e-mail notifications to up to three recipients. Depending on your DVR's settings, the system can generate heavy e-mail traffic. For that reason, we recommend creating a dedicated e-mail address specifically for the system to send alert notices. If you do not have your own e-mail system (such as corporate mail server) you should consider using a free e-mail provider. However, because many free e-mail services allow only a limited amount of e-mail traffic we specifically recommend using Google's Gmail service with its higher limit. Similarly, you will want the alert e-mails to go to a different account than the one sending them. This will ease your management of these alerts.

- A. Keeping the **Web Client** window open, open another browser window and Create an e-mail account for your DVR to use in sending out the alerts.
- B. Back in the **Web Client** window, click on the Email link below the **Network** icon to open the **Email** window.
- C. Fill out the required information. Gmail settings are shown:  
**SMTP Server** – smtp.gmail.com  
**Port** – 465  
**SSL Check** – Gmail requires this to be selected.  
**Send Addresses** – the Gmail address you created  
**Password** – the e-mail password you entered when creating your e-mail address  
**Receive Addresses** – you may send notifications to up to three addresses.
- D. Press the **Test** button. A pop-up window will appear indicating that the settings are being tested. It will be replaced by a window indicating success.
- E. Check this box if you wish to attach an image recorded by the camera when it detects motion.
- F. Click on **Apply** at the bottom to save your settings.

Browser - Windows Internet Explorer  
http://10.6.196.6

Web Client

LIVE SEARCH BACKUP CONFIG TOOLS INFO

Local config Basic Live Record Schedule Alarm Network Network Sub-stream Email

Mail

SMTP Port smtp.gmail.com

Port 465

SSL Check ☒

Send Addr YourDVR@gmail.com

Password \*\*\*\*\*

Receive Addr1 receive1@gmail.com

Receive Addr2

Receive Addr3

Test

Advanced

Attaching Image ☒

Apply Default

While these settings can be made in the Network window on the DVR, for the purposes of this demonstration, we will continue to use the Web Client window and use settings for Gmail – other services will have different values and these can be found in that provider's Options settings.

Browser - Windows Internet Explorer  
http://10.6.196.6

Web Client

LIVE SEARCH BACKUP CONFIG TOOLS INFO

Local config Basic Live Record Schedule Alarm Motion Motion Schedule Sensor Schedule Video Loss Other Alarm Alarm out Alarm out Schedule Network P.T.Z Users

Apply Default

| CH | Enable                              | Holding Time(s) | Trigger | Area    |
|----|-------------------------------------|-----------------|---------|---------|
| 1  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 2  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 3  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 4  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 5  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 6  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 7  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |
| 8  | <input checked="" type="checkbox"/> | 10              | Setting | Setting |

Motion

CH ☒ Enable ☒ Holding Time(s) 10

Trigger

Channel 1

Buzzer ☒

Show Full Screen None

E-mail ☒

Snap

| Snap | Enable                              | Holding Time(s) | Trigger | Area |   |
|------|-------------------------------------|-----------------|---------|------|---|
| 1    | <input checked="" type="checkbox"/> | 1               | 2       | 3    | 4 |
| 2    | <input checked="" type="checkbox"/> | 1               | 6       | 7    | 8 |

Apply Default

## STEP 7 Setting E-mail Triggers

Now that you have your DVR configured to send e-mail notifications, you will need to set up which events will trigger a message. Most users prefer to receive alerts when a camera detects motion. These alerts can also include a still image of the event.

Instructions for additional settings are available in your manual.

- A. Select the **Alarm** icon from the menu on the left side of the screen in the Config tab.
- B. Click the box under **Enable** for each camera that you want to send an alert when it detects motion.
- C. For each camera selected, you will need to click on the **Setting** button in the Trigger column.
- D. Click on the box next to **E-mail**.
- E. Under **Snap**, you can indicate which cameras will take snapshots for the e-mail.
- F. Repeat for each camera
- G. Click on **Apply** to save your settings.